



Member News...

The Community Health Plan is a state-licensed (1985), federally-qualified Health Maintenance Organization (1988)

NOVEMBER 2002

COUNTY OF LOS ANGELES DEPARTMENT OF HEALTH SERVICES

Getting the Most From Your Doctor Visit

Sometimes, going to the doctor can be uncomfortable – maybe a little scary too. It may be hard to tell the doctor exactly what is wrong.

These tips can help you get the most out of your visit:

- Arrive at the doctor's office early so that you will not be rushed.
- Ask questions and remember there are no stupid questions!
- If you do not understand what the doctor is saying, let the doctor know.
- When the doctor gives you instructions, repeat them. Repeating instructions lets the doctor know that you understand them.
- If you are given a prescription for medicine, make sure to ask if there are any side effects. Also ask what you should do if you miss a dose. Remember to ask how soon the medicine will begin to work.
- If you prefer communicating in a language other than English when getting health service, you can ask for an interpreter. This allows people who speak different languages to understand each other.

If you are still having trouble communicating with your doctor even after following these steps, you have the right to change to another doctor. To do so, please contact the Community Health Plan (CHP) Member Services Department at 1-800-475-5550. For TTY/TDD access, please dial 1-626-299-7265 or 1-626-299-7266.

How to Get Routine Care

Seeing your doctor regularly helps you stay healthy. When you go to an appointment with your *Primary Care Physician (PCP)* for a regular check-up (even if you are not sick) you are receiving *routine care*. A *Primary Care Physician* is your personal doctor. The *PCP* will make sure that you get all the health care you need. In order to get a regular health check-up and receive *routine care*, you must call and make an appointment with your *PCP*.

What is *Routine Care*?

Routine care may include shots and well-child exams. If you are a new CHP member, remember to make an appointment for your Initial Health Assessment (first health check-up with the Plan). This will help your *PCP* provide you with better care.

Must I always make an appointment?

Yes, if you are receiving *routine care*, always call for an appointment. Only in an emergency is an appointment not needed.

How do you schedule an appointment?

Call your *PCP* and ask for an appointment. Your *PCP's* phone number is located on your CHP ID card. A complete list of CHP providers can be found in the *Provider Directory*. You received the *Provider Directory* when you received your *CHP Member Handbook*.

What do I do if I need to cancel or change my appointment?

If you cannot keep your appointment, call your *PCP* right away. When an appointment is cancelled in advance, it is possible for another patient to be seen in your place. Try to cancel at least 3 to 4 days before your appointment. Even if you are unable to cancel your appointment in advance, do not hesitate to call and reschedule.

Los Angeles County - Community Health Plan is an affiliate of L.A. Care Health Plan in providing Medi-Cal Managed Care coverage in Los Angeles County.

Things to Remember:

CHP pays for all covered medical costs approved by your PCP or for an emergency. You should not receive a bill for any services covered by CHP. Please call CHP Member Services Department if you receive a bill for medical services.

For more information please refer to your CHP Member Handbook



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Member News is a monthly publication of the

Los Angeles County

Department of Health Services

Office of Managed Care/

Community Health Plan

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Alhambra, CA 91803

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It is our mission to assure that the health services provided to the communities we serve are through a managed integrated delivery system, which assures access, quality and cost effectiveness.

This publication is designed to inform and advise members of current events and human interest stories only and should not be considered as policy or used as medical advice.

Also, look for the Community Health Plan *Health News*, a quarterly publication to provide members with health education articles.